

Exercise walk-through

## 2.1

# Human resources in context: supported rehearsal

---

International Baccalaureate · IB Diploma · Business Management · SL

1

The method

---

## Method — Worked example

Structure allocates authority; delegation gives a worker authority for specified decisions while the manager retains responsibility. Motivation depends on the task and workers' circumstances. Communication needs feedback as well as an outgoing instruction.

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content.

## Method — Worked example

Structure allocates authority; delegation gives a worker authority for specified decisions while the manager...

### **Original source / task evidence**

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Separate what is stated from the interpretation.  
Human resources in context

*Original classroom evidence panel for Human resources in context*

## Exercises 2.1·3.1

---

**2.1** For the worked case, identify the evidence and a conclusion it can support. Explain one material limit. [3]

---

**3.1** Growth doubles staff and informal orders are missed. Recommend a communication change with a limitation. Give a reasoned answer, evidence or method, and a relevant qualification. [3]

## Exercises 2.1-3.1

---

**2.1** For the worked case, identify the evidence and a conclusion it can support. Explain one material limit. [3]

**2.1** Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content. Authored points for identifying relevant evidence, explaining a supported inference and a material limit.

---

**3.1** Growth doubles staff and informal orders are missed. Recommend a communication change with a limitation. Give a reasoned answer, evidence or method, and a relevant qualification. [3]

**3.1** Use clear responsibility, a shared order record and confirmation of receipt so staff can detect omissions. Train users and retain a feedback route. More reporting can slow work, so monitor errors and time rather than assuming formalization always improves performance. Authored points for a relevant judgement, reason tied to the case and justified qualification or method. Accept a supported alternative.